

ISC Baseline Project

Team Level Introductory Interview Guide

This questionnaire is to be used to structure interviews with team leads and key team members within each ISC branch. The main objectives of these interviews are to characterize each team in terms of high-level attributes: function, personnel, roles, etc. The interviewer should feel free to modify the wording or order of the questions if it seems appropriate during the course of the interview. Also, questions should be skipped if they have already been addressed in enough detail earlier in the interview. The scribe's notes should follow this outline to facilitate data extraction.

Who: ISC Team Leads and Key Team Members

Subjects covered: Measurement Goal 1 of ISC Baseline Effort

Duration: 30-45 minutes

Interviewee(s):

ISC Branch:

Team Name within Branch:

Interviewer:

Scribe:

Date of interview:

Duration:

Location:

Introductory spiel (general outline):

We're from the Software Engineering Laboratory, which is a group within ISC that studies software development projects in order to improve development practices in the local organization. The SEL also includes members from CSC and the University of Maryland [interviewer should indicate where they're from]. Up until recently, we've been working strictly with the Flight Dynamics Division (what used to be Code 550), but now our focus has shifted to the entire ISC. So one of our current projects is to better understand the software-related activities in the ISC by performing a baselining study.

More specifically, we would like to get a snapshot of the entire ISC organization at this point in time in terms of what kinds of work are being done, how the different branches are organized, what methods and techniques are being used, etc. This will give us a point of comparison against which to track future changes and improvements. It will also help the ISC management to understand the makeup of the Center and hopefully to identify areas where help is needed.

We've already interviewed your branch head, _____ [and associate branch head(s), _____]. Now we're in the process of capturing information about the various teams within Code _____. The purpose of this first interview is to get an overview of what your team's function is, who belongs to the team, and what their roles of the various team members are. I'll be asking you some general questions about the type of work you do and how it's organized. At the end of the interview, I'll give you an opportunity to ask any questions you may have about the SEL and its role. Then I'll be giving you our questionnaire which asks for more detailed information, that you can fill out at your convenience over the next two weeks. This longer questionnaire is partially based on questionnaires used in past baselining efforts for Goddard and NASA as a whole. Then I'll be calling you to set up a time when we can sit down for a second interview where we'll be going over the questionnaire. I'll also check back with you to see how you're coming with the questionnaire, and whether I can clarify anything for you. Any questions before we start?

Question-1 On what project or projects is your team working?

Question-2 What function does your team perform for each project?

Question-3 How is the work of your team related to the mission of Code ____, and to the work of any other teams within your branch?

Question-4 How long has your team been in existence?

Question-5 How was this team assembled? Over what period of time?

Question-6 How is the team structured?

Question-7 What types of products or services does the team deliver?

Question-8 Who are the customers or end-users of your team's products or services?

Question-9 Through what mechanism(s) are the contractors (if any) funded, e.g., GSA, SLA? Which Code(s) fund the work?

Question-10 How are deadlines and goals set for the team (by customers or branch management)?

Question-11 Every team has to deal with change. What types of changes (e.g., crises, changes in direction, new technologies, process changes, configuration management problems) have you encountered, and how have you dealt with them?

Question-12 What types of changes do you anticipate that the team will encounter in the near future? This might involve, for example, team organization and staffing level, significant personnel changes, new business areas, anticipated business or technical challenges, new technologies to be assimilated, upcoming ISO 9001 registration or other types of changes.

Question-13 Is your team currently involved in any process improvement activities? If so, could you please tell us about them?

Question-14 Do you have any questions for us concerning the SEL and its role?

Additional Notes: